

Retail Market Review Response

I hope that you may find the following observation of what I believe to be an examples of sharp practise by the Energy Suppliers that will no doubt have been experienced by many others.

I have over the last two or three years switched my gas and electricity suppliers .This has on each occasion been in response to telephone calls received by me from the various suppliers - none of these calls were initiated by me. Cold calling if you like. Their main sales pitch centres on a proposal of being able to undercut your present payments by such an amount that it would seem foolhardy not to accept .They also offer a fixed cost term which in the recent and present climate appears extremely attractive. So I have signed up believing that a £30 - £40 monthly saving, although seeming too good to be true, would perhaps save me money at least in the short term. With my present supplier it took them just two months to inform me that my payments were too low and that they would have to increase the monthly charges. This completely negated the whole point of the switch particularly as the new monthly debit was over and above what I had been paying to my previous supplier!! After having paid (unfairly) high cancellation charges for my gas and electricity in order to switch suppliers, I could not afford to cancel the new arrangement (for their deceit) and find the money to pay these charges a further time. The suppliers would probably have taken this in to their consideration

Any protection I may be receiving by having a fixed cost to my energy is being compromised by the considerable amount of credit that remains on my account even after the quarterly bill is paid .This credit is running in excess of £400 and has been greater and it is being kept in their bank and not mine. They have twice reduced my monthly payments by a few pounds because of this and perhaps one day these monthly payments may start to align themselves with their initial quotation, (although natural price hikes will no doubt remove my optimism).

I have absolutely no idea what tariff I have been placed under or whether there are better deals for my circumstances .Either at the point of sale or thereafter.

I would like to see the following things happen -

- 1) a more considered proposal for any monthly payments for energy made by the suppliers. If the domestic usage remains in line with, say, the previous 12 months then the supplier becomes committed to their quotation and cannot re-adjust these debits for a 12 month period.(unit price excepting)
- 2) A reduction in the cancellation fees payable to the supplier .
- 3) The immediate return of an account credit where the amount after the settlement of the quarterly bill is greater than one month's debit.
- 4) A commitment by the suppliers to match their customers to the best possible deal available.

Yours faithfully,

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